

## JCPC Meeting Minutes – March 2, 2017

Present: Doug Slaughter, Chair, Katherine Appy, Phoebe Hazzard, Tamson Ely, Alex Lefebvre, Steve Braun, Connie Kruger, Bernie Kubiak,

Staff attending: Claire McGinnis, Sean Hannon (IT Director), Chief Tim Nelson (Fire Chief), Jeff Olmstead (Asst. Fire Chief), Lindsay Stromgren (Asst. Fire Chief)

Mr. Slaughter called the meeting to order at 8:35 a.m.

### INFORMATION TECHNOLOGY Capital Requests: Sean Hannon (IT Director)

The first line item is infrastructure replacements with goal of replacing in a regular cycle. Also included are two Police Department data center switches.

Requesting a phone system upgrade for town buildings other than schools. The majority of phones are from 11 years ago and need upgraded software (noted that the Individual Capital Project Request form included in the packet for this item inaccurately summarizes the “See Click Fix” item from last year. The Project Cost is also inaccurately listed on this page as \$20,000. It is correct on the summary spreadsheet at \$75,000). The upgrade in the Town Hall will include a simple PA system. Ms. McGinnis noted we are trying to have town buildings be prepared for active threats and emergencies as are schools (storms, violent intruder, etc.). This new system would allow for anyone to turn a phone into a PA system, say what and where the threat is. Eventually, the goal is to roll this out to all buildings as well and train staff. Ms. Kruger noted that there are often meetings in the Town Hall at night with no one around and it feels potentially vulnerable. Not every meeting room has a phone. She requested that this be taken into consideration and that we also consider having trainings around emergency protocols be required for committee members along with required state ethics trainings. Ms. McGinnis noted that they are considering putting intercoms in all rooms, and using phones for PA system is a low capital solution. Mr. Kubiak recommended that people have opportunities to practice these protocols, and expressed preference for older phone equipment to be replaced - oldest technology is often the weakest link in a system. Mr. Hannon stated that the intention is to set up new phone system, then look at bolstering the system to have PA system that starts with phones and then add speakers around building as needed. Mr. Slaughter suggested that the IT department reach out to Jerry Champagne, IT Director for the schools, to learn about the strengths/weaknesses of the systems being use there.

Mr. Hannon continued: Digital signage for announcing meetings, etc. The current technology is getting outdated, and they want to replace it rather than cover the high expense of maintaining it. Old tech also won't interface with new Accela software system which will be used for scheduling when it is fully implemented. Continuation of funding for sending out documents to be scanned. This was last funded in 2015.

Mr. Hannon outlined the “other” department needs: Requesting a new work orders management system which will allow requests that come into public works (potholes, etc., could also include health or code issues) to be passed onto other departments - will prevent items from falling through the cracks (it was noted that this system was also requested by Mr. Mooring but will only appear once as a capital request). A discussion ensued about ensuring that there continues to be an easy mechanism for the public to put in requests. It was noted that the current system, See, Click, Fix, has a strong public interface component. This aspect may not be as robust with the new system, but it is better at managing the “back end” - who's doing what work, materials used, personnel costs, etc. There were strong feelings expressed by the committee that the new system must meet the public's current expectations that requests are easily submitted and will be heard. They must feel that this investment includes a system that is

user-friendly. Mr. Hannon expressed that they need to consider if it is worth keeping See, Click, Fix for its ease of public interface and have it flow into the new system.

Mr. Hannon continued with the MUNIS Modules - Permits item. They are looking for a good way to handle online permits, inspector's certificates, etc. They have been trying to do this with MUNIS but with limited success. They are looking to invest either in getting MUNIS up and running or another program that would interface with MUNIS and allow people to do online permitting. Mr. Kubiak recommended that they speak with Bob Dean and FROCG to learn what works for them. Ms. Appy noted that this request was ranked as "Very High" priority and asked how they arrived at \$50,000. Mr. Hannon said that they had reached out to three vendors and determined this to be the expected cost. Ms. Kruger noted that this would be the third generation of permit tracking systems for the town and it has never previously been able to integrate well.

A discussion followed about how to encourage transparency around how IT line items are related to various departments. It was requested that, in the future for better clarity for the public, line items be tagged with the primary department that has this need, as well as when it will be shared with many departments to note when efficiency is gained. It is important to maintain a technology floor and compatibility, but people should be able to attribute items to specific departments as appropriate.

Mr. Hannon continued: they are requesting scheduling software for the Police Department. Currently, it takes about 1/4 of a lieutenant's time to do scheduling of shifts with phone calls and pencil and paper (there are union rules about order of calls, etc.) They are looking to get technology to keep track of the process of filling shifts. Mr. Slaughter asked if this program could have a component that could also be used for the Fire Department's needs? Mr. Hannon said that the Fire Department is evaluating systems and they are looking to use the same one for the two departments, which would bring costs down.

Mr. Hannon discussed the Enterprise Documents Management system, which would allow documents to be managed even if they do not have a record within MUNIS. On further discussion, Mr. Hannon expressed that it may make sense to push out this request until they are ready to decide on the best type of system. MUNIS has a solid financial core and, when we have a need that can't be filled by a MUNIS module, it is possible find alternative program modules that will integrate well.

EMS Dispatch Software will provide a bridge between dispatch and ambulance systems. Information would automatically get entered into both systems, preventing delays and reducing communication errors (currently, much of this communication is done via radio).

Mobile Data Terminals for police are currently four years old, which is the realistic life span given their rugged use. It is preferable to replace them all at once to keep all vehicles consistent.

Library infrastructure mostly includes new PCs, sometimes a printer.

Correct priority level of items is listed on accompanying request forms (not on summary spreadsheet).

Cable broadcast equipment is also part of IT capital account but is largely at the advice of the cable access studio. The money comes in from Comcast and is spent on cable-related equipment. The town owns the equipment and it is managed by Amherst Media. They share what their needs are. Mr. Slaughter asked if the IT department provided support for Amherst Media around technology, such as cycle of replacement recommendations, general lifespans, durability, etc.? Mr. Hannon stated that equipment goes through a regular procurement process that includes IT vetting everything that comes through.

Mr. Braun asked if the two items listed in the FY19 column in brown were significant - had they been pushed forward? Ms. McGinnis said that they are trying to figure out when they can get high speed internet to Cherry Hill and can't do the RecTrack module until they know.

FIRE DEPARTMENT Capital Requests: Chief Tim Nelson (Fire Chief), Jeff Olmstead (Asst. Fire Chief), Lindsay Stromgren (Asst. Fire Chief)

Noted that priority ranking is listed on spreadsheet, **not** on narrative summary packet.

Currently, the ATV is a 15 year old farm vehicle. It is used for all kinds of off-road operations, tows litters, snow mobiles; has significant limitations. Looking to get a vehicle that is meant for these purposes. It will come outfitted with lights, extended bed, windscreen. Rescue sled will be reused.

The ambulance request to replace a 2007 ambulance. Ambulances are currently on a 10 year cycle of replacement, however, given the heavy usage and mileage, they are trying to shift to a 7-8 year cycle. The new ambulance will be fully equipped with some items passed from the old vehicles. Prices are based on a state bid. A discussion ensued about ambulance rate fees. Ms. McGinnis stated that this projection would require more revenue thus increasing rate fees for ambulance use. Increases are not regular; last time they increased was July, 2014. They must be presented to the Select Board who sets the rates. Ms. Kruger asked if billing and collection for ambulance usage covers the actual costs? Assistant Chief Olmstead stated that they defrays costs but do not cover.

Three additional laptops for patient reporting - these laptops are out in the elements and get heavy use. They will have military specs which will help them last. They are trying to build a cycle of replacement every three years.

The EMS dispatch software was previously described by Mr. Hannon in the IT capital requests. Ms. McGinnis noted that these could qualify as an Ambulance Funds purchase.

Requesting five mobile radios this year and next year, which would complete the project with an anticipated lifespan of 15-20 years. The system is currently not digital, but these radios can be upgraded to digital when necessary.

Extrication tools (Jaws of Life) - replace the current one on Engine 2 which is 20 years old, gas powered with a hydraulic hose, with an electric one. They purchased a new electric one two years ago to replace another old one that failed. It is very efficient, quiet, portable, and has no fumes.

Brush truck - requesting a new truck that is built for this purpose. The current is retrofitted. Would prefer to start with a new vehicle, thus not starting "behind the curve", and expect it to have a long lifespan. Vehicle is used only part of the year; alternates garage space with plow.

Protective gear - This is part of the annual replacement cycle. They have been doing it for five years and it allows some flexibility and is working out well for all three forces.

Thermal imaging cameras - The old cameras are 20+ years old. A new generation came out five years ago that are much smaller and more portable. Industry now is coming out with thermal imaging cameras that are integrated into the air packs. The goal is to move towards every firefighter having a TIC. The preliminary cost is \$1,800/unit. The funding request would cover 12 and equip two trucks and all full time fire fighters. Mr. Slaughter asked if the need for stand-alone TICs would continue? Chief Nelson concurred that there are investigations without air packs that use TICs and the Police Department may borrow them as well. They will maintain one old TIC on each truck.

Staff Vehicle - Replace a 12 yr old vehicle. This would be a response/command vehicle for third chief. This is a state bid, and includes all equipment except that which will be transferred. Currently using regular car, which doesn't always meet response needs. Ms. Kruger asked what kind of green potential there is for a response vehicle. The Chiefs responded that it will be as efficient as possible, but not a hybrid. Electrical demands of a response vehicle are higher than a hybrid or EV could handle. They currently have a hybrid works well for fire inspector. Given that they are the only full-time fire department for many surrounding towns, they have large area to cover and one of the chiefs will be at a call. Mr. Kubiak asked about anti-idling, which powers electrical needs while shutting down engine.

Chief Nelson said they had not looked into it, but given the electrical needs of these vehicles, it would be challenging (need for another power source which would take more space, etc.)

Discussion of minutes from 2/16/17 with small amendments. Ms. McGinnis noted that, while the North Amherst Library has never been part of town capital plan, it is confirmed that the building is owned by the town.

Ms. Appy moved to accept the minutes of 2/16/17. Mr. Braun seconded. The motion was approved 8-0.

Ms. McGinnis passed out augmented info for school IT with descriptions and justifications (which had been absent when presented previously).

In discussing upcoming meeting agendas, it was decided that Ms. McGinnis would ask if the CPA could come on March 9 rather than March 16 as there is time in the schedule. Even if they have not made their final decisions, members expressed that it could be positive to hear a summary and have a discussion before final decisions are made with the possibility of evolving towards a more integrated process and looking for areas with potential overlap. CPA materials are all available on their website if there are areas people would like to understand in more detail.

The JCPC will complete recommendations by the 23rd, with the possibility of being finished by the 16th.

Ms. Kruger moved to adjourn. Mr. Braun seconded. The meeting was adjourned at 10:38 a.m.

Respectfully submitted,  
Phoebe Hazzard

Documents List from the meeting:

- FY18 Capital Project Requests– Town IT

- FY18 Capital Project Requests– Fire/EMS

- FY18 Cable Broadcast Equipment capital form

- FY18 School IT updated page 1 for three capital forms.

- Draft minutes of 2.16.17.